

Sheila Stoeller

ORIGINAL



0000120464

From: Lynn Hurley [hurleyinmind@hotmail.com]
Sent: Wednesday, December 01, 2010 11:14 AM
To: bryan@martyn.com; 'Stacy Deprey-Purper'; joe@kqcklive.com; brad@todaypublications.com; johnhurleymba1@cox.net
Cc: kevin.dixon@kcdlegal.com; craig.marks@azbar.org; Kennedy-Web; Mayes-WebEmail; Pierce-Web; Newman-Web; Stump-Web; dpozefsky@azruco.gov; jjerich@azruco.gov; cfraulob@azruco.gov
Subject: How can this be allowed to continue? JOHNSON UTILITIES and the ability to conduct business in San Tan Valley
Attachments: Johnson Utilities Bill Insert 112910.pdf
Importance: High

WJ-029874-08-0180

Google Reviews retrieved this morning – my name (first and last) has been disseminated to 24,000 homes without my consent. I am now vulnerable to any “kook” who might want to find me. A utility owner cannot do this to a private citizen – what other horrors will be coming in envelopes as the months unfold? If the utility has questions of the County Supervisor, why on earth would the utility not contact him directly.

Inserts are routinely being stuffed into the utility bills. Damaging things are being “alleged.” Private citizen ratepayers names are being included in mass mailings.

One of the many mandates of the ACC is for Johnson Utilities to demonstrate Best Practices and to improve their Communication and Public Relations to the ratepayers. This insert was the first one to come out since the entire CAGR charge disaster.

Arizona Corporation Commission

DOCKETED

What is the response of the County Attorney?
What is the response of the ACC?
What is the position of RUCO?

DEC 2 2010

DOCKETED BY

[Signature]

DOCKET CONTROL

DEC - 2 A 11:30

RECEIVED

http://maps.google.com/maps/place?cid=13943390491947280151&q=johnson+utilities&hl=en&gl=us&view=feature&mcsrc=google_reviews&num=10&start=0&ved=0CGYQtQU&sa=X&ei=If2TJ xOJWoigPXi73vBg

Nov 4, 2010

The worst utility company This company is a horrible company. If I would have known the level of service they provided I would not have move into my sub-division. Outrageous prices for water. 2 people with a small lawn and the bill is 100 bucks a month. Absolutely absurd.

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Jul 29, 2010

Policy reconsideration Do not make the mistake of letting your account go past due. You will have to pay the past due, current bill, \$50 reconnect fee, and a deposit of \$160 even if you didn't pay one when you initially started service. Regardless of previous pay history. I can understand late fees and penalties but this seems borderline excessive. Things should be reviewed case by case basis. Oh yeah there is additional fee for same day reconnect service \$50. Thanks **Johnson Utilities** for my one time mistake you've manage to quadruple my bill.

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Jul 7, 2010

Not a Joke This water company must be operating so closely within the law it makes me sick. ***update*** I have had my service moved from my name to a real estate companies name with out notice. I contacted **Johnson** and asked for the

contact numbers on the new account. They freely gave me this information. This is a big problem with protection of information. The rep gave me reasons why this was ok and I explained how it is a huge problem. It does not matter who I am or what I say I should never be able to get personal information for any account ever not even my own. They should have done the foot work for me to fix my problem and make sure they figure out how to solve it without it costing me so much time. The reps they have working in the office don't have clear procedures and I blame this on the manager of the office. She must be a useless meat sack. If the service is active at a location in the name of another person it would be nice to get a call or knock on the door before they go ahead and start moving my service to other people. Then they tell me I have to pay a \$50 establishment fee to get it back. These people are just so bad at dealing with problems it blows my mind. It is as if they have never had a job before this one. I also wonder what they pay these lack luster employees that justify charging a \$27 water min and \$38 waste water min. Don't expect to pay less than \$80 a month for water and the worst service you will ever have. [Less](#)

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

May 31, 2010

Absolutely hate them This is by far the worst company I have ever encountered. They took my payment on Monday, May 3. Tuesday morning, my water was shut off. Mind you, I paid my account in full!!!! I call the office and was on hold for 20 minutes when it only takes about 10 to drive there. Couldn't get through to anyone so I waste my gas to make a return trip to the office. I find out that the idiot behind the desk took the payment but didn't credit it to my account. The other idiot had to go to the back and find the charge receipt to adjust my account and restore my service. At least a fight didn't break out in the office like the last time I was there because the service rep called a customer "uneducated." And when the customer demanded an apology the manager came out and said she wasn't owed an apology and "either pay your bill or leave." When the unsatisfied customer refused to leave, they called the police on her! The worst part is, the customer never raised her voice or anything, yet the **Johnson** employees were yelling at her. I can't wait to move!!! [Less](#)

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

May 18, 2010

****The Worst Service / Company Imaginable**** Complete disaster every time I call. I connect/disconnect **utilities** for real estate agents so I have to work with **Johnson** frequently and it is always terrible. RUDE agents, HORRIBLE service, AWFUL policies. The opposite of customer friendly. Rates are 200-400% higher than any other municipal water company. They are truly the worst. I work with **utilities** in Gilbert, Chandler, Mesa, Phoenix, Maricopa and Scottsdale - the only one that makes me cringe is **Johnson**.

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

May 6, 2010

Aweful Company, There Has Be A Better Way Besides the horrible service, and customer-service thats made up of the sludge in their sewer treatment centers...this company cant seem to contain the smells from their satellite-treatment sites. You will know exactly what Im talking about if you ever drive on Ironwood/Gantzel passing Pecan Creek. The other night I felt like I stuck my head inside a septic tank as I was driving by. Someone needs to kick this piss-poor company off the maps. I wish there was a way to do that. Also, I fully agree with the below comment...as Ive had the same issue. I was out of town when I received my disconnect notice...that allowed me less than 24 hrs before disconnect and over \$100 in other fees being added. Well, since I got back from vacation after that deadline, I was stuck having to pay the entire amount before they would do anything. No partial payment, no nothing. And this was my 1st time ever being late on payment. How is this company even still around? People looking for new homes...stay away from San Tan Valley and **Johnson Utilities**. [Less](#)

1 out of 1 people found this review helpful. Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

May 4, 2010

Horrible company - treats customers like dirt I recently went to pay my water bill. I got behind and my water service had been disconnected. I was told there was a \$50 reconnect fee. Okay, I understood that. Then I was told that before water services would be restored I would also have to pay \$150 deposit, the past due, the current due (which was not due for another 10 days) and if I wanted services restored the same day it was yet another \$50 charge. Well, with the \$200 in fees alone there was no way I could afford it all in one day. They refused to accept 2 payments. They refuse to restore service until all the monies were paid. And until they were paid they intended to charge me late fees! The electric companies and gas companies will all accept payments but this company thinks it is so much above anything and anyone else it will not accept payments. Additionally, this 'new policy' was never put in writing and customers given advance notice. What a shock to find that instead of \$150 your bill is now \$500. This company is awful. I cannot believe they get away with this stuff. I've already contacted channel 3 and channel 12. Let's see what happens. For now I have no water service and won't for another 2 weeks unless I win the lottery. How can this possibly be legal? Less

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Apr 26, 2010

Extremely overpriced. Monopoly not capitalism at work. Our bills are never under \$100. JUST FOR Water/Sewer. In Gilbert, we had a pool AND our bill included trash - never going over \$45/month. This is insane. There are not any options, either. I would like to get a pool, but not until their monopoly ends... Also, the **Johnson** family uses the utility bill for political propoganda. That has to be illegal. Just be warned if you are moving to San Tan Valley for cheap housing, your **utilities** will be higher.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Apr 16, 2010

Overpriced! Our bill is \$100-\$120... 2 people, no pool and a small yard. This is just for sewer and water... we pay trash separate. Crazy expensive and good luck getting through to customer service on the phone!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Nov 9, 2009

Never answered. Tried 37 times over the course of 3 hours Very disorganized there. Sent faxes, emails and tried to call and never got through. Very disappointed for a locally owned and operated company. Maybe hiring local isn't the best idea. Get some real help in there. I finally got through by calling exactly at 1pm (when their lunch ends). Try hitting extension 217 or anything in the low 200's to get through the phone automation.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Sep 4, 2009

cb Extremely poor service and over priced **utilities**. They never answer the phone and hold times are 20 plus min. if you get any answer at all. I wish I didn't have to use this company.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Aug 18, 2009

Are people even in the building?? Do they answer the phones?? Their customer service is horrible!! There must be an alternate number that we can use to get thru!!

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Aug 4, 2009

customer support in 19th century no one to answer phone, even during busy hours.

Was this review helpful? [Yes](#) - [No](#) - [Flag as inappropriate](#)

Questions for Supervisor Martyn & Stacy Deprey-Purper of San Tan Valley

Today publications and "S.A.N.D" from the public of San Tan Valley:

As a courtesy to the general public and as support to a public service awareness effort we think it would be appropriate to answer a few questions publically. Since it has become apparently clear that the San Tan Valley Today publication only reports one side of a story and it always seems to benefit Supervisor Martyn's visions, we think they should publically answer these questions.

Questions for Supervisor Martyn:

- When and why did your association with Stacy Deprey-Purper begin before the paper started?
- Why did the County create and fund the creation of the "Superstition Area Networking & Development" association more commonly known as "SAND"?
- Why does Lynn Hurley work within your San Tan office while attacking local businesses?
- Wasn't Lynn Hurley a member of the extremely vocal team in your attempt to incorporate San Tan Valley?
- Why was Lynn Hurley's husband hired by you to develop a General Plan for San Tan Valley?
- Has the "Bryan Martyn" radio show been licensed by the Federal Communications Commission (FCC)? Why does the FCC have no record of KQCKlive being registered and licensed?
- Why did Pinal County employees remove the public information signs provided by the Pinal County Taxpayers Association? What happened to the signs? Do the signs not support your personal agendas?
- How much does your vacant San Tan Valley office cost the tax payers every month?
- Why are you fighting the gift of a library from a private party? Have you been trying to procure another library site outside of the normal Pinal County procurement processes? Why has this not been disclosed to the public as part of your campaign promises to remain transparent?
- Why are you having unpublished meetings with employees of KQCKlive and the San Tan Valley Today? We understand a recent example of this occurred at your San Tan office on October 29, 2010.
- Are you a one term Supervisor? Have you announced to County employees that you are planning on running for Congress and expect their support?
- Are any law firms or public relation firms into all of this and why? Who pays for their time?

Questions for Stacy Deprey-Purper:

- Who funds the San Tan Valley Today Publications Newspaper? If it wasn't you then who?
- Who labeled the paper "We are San Tan Valley" & "The official Website"? Isn't that presumptuous and an outright misrepresentation? Was it Supervisor Martyn who blessed this title?
- You wrote a "Letter from the Publisher" on July 15, 2010, where you claimed "We report and investigate facts and specific issues". It included "anti-incorporation comments". Why are all of your articles slanted to one side? Why are you and the paper pro-incorporation?
- Why would you support incorporation when County records indicate you don't own a home in the San Tan Valley area and couldn't vote on the issue anyway?
- How many residential trustee sales have you and your husband endured? County records indicate at least 2 separate occasions.
- Why was a "Forcible Detainer" filed against you and your husband in 2009? What was the outcome?
- Why did the County support and help fund the creation of the "Superstition Area Networking & Development", (S.A.N.D) association? It claims to be a "non-profit organization", but State records show no evidence of that. Are you collecting funds of support?
- Why is "SAND" trying to start a new San Tan Valley Chamber of Commerce when one already exists? Would this not cause confusion and divide the alliances and resources of the community?

Just a few questions from some concerned citizens that deserve straight answers.

**The San Tan Valley Chamber of Commerce would like to invite
ALL retail and home based businesses, in and around San Tan Valley,
to join us for our Holiday After-Hour Mixer,
Wednesday, December 1st from 5:30pm – 7:00pm at Rosa's Ranch!
(Check out the Chamber website for more details!)**

The San Tan Valley Chamber of Commerce is a non-profit, pro-business organization that has been serving the businesses of the San Tan Area since 2005. We'd like to add your business to our growing list of members. We offer a full list of benefits to help your business grow. Some of these benefits include:

- A ribbon cutting and a professional press release written about you and your business, submitted for publication.
- Your business listed on the San Tan Valley Chamber website for 24/7 access with a full page to describe your business and products/services – <http://www.SanTanChamber.com>
- Networking opportunities to give you and your business exposure to the community and the opportunity to network with other Chamber members.
- Chamber Office Referrals
- Professional Development Courses
- Free Business Consulting Services
- Business Listing in the San Tan Valley Chamber of Commerce Membership Directory
- Exclusive marketing opportunities reserved only for our Chamber members

With over 80,000 residents in San Tan Valley, plus the thousands in our neighboring cities, working with the San Tan Valley Chamber of Commerce opens the door to these residents. One of the biggest challenges San Tan Valley businesses have is exposure! The San Tan Valley Chamber of Commerce will get you the exposure your business needs!

Becoming a member of the San Tan Valley Chamber of Commerce also lets your customers and clients know that your business is a contributor to the community and the economic development of our area.

We want to help your business grow! Join the San Tan Valley Chamber of Commerce today!

With established partnerships formed with Central Arizona College (CAC), the Small Business Development Center (SBDC), and the Florence, Coolidge, Queen Creek and Casa Grande Chambers of Commerce – our reach for your business extends outside of San Tan Valley.

You may join our membership online at <http://www.SanTanChamber.com>, by attending any of our networking events or by calling into the Chamber office at 480-626-7757.

We look forward to working with your business and appreciate your support as a San Tan Valley Chamber of Commerce member.

Best Wishes,

Tisha Castillo
President

San Tan Valley Chamber of Commerce
<http://www.SanTanChamber.com>



- Post Classifieds
- Add Comments
- List Your Business
- Upload Photos
- Submit Articles
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- Search for Homes Coming Soon!
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